

CHUCK e. FOCUS

Week 3 – January 25, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Hattiesburg, MS #566	\$18,352	\$25,244	37.6%
2.	Doylestown, PA #762	\$19,442	\$26,228	34.9%
3.	El Paso, TX #850	\$20,460	\$27,293	33.4%
4.	Woodbury, MN #792	\$31,455	\$41,528	32.0%
5.	Laguna Hills, CA #378	\$25,484	\$33,503	31.5%
6.	King of Prussia, PA #543	\$23,795	\$31,004	30.3%
7.	Laredo, TX #569	\$23,795	\$31,004	30.1%
8.	Irving, TX #081	\$39,602	\$51,282	29.5%
9.	Abilene, TX #582	\$12,947	\$16,722	29.2%
10.	CO Springs, CO #662	\$31,155	\$40,180	29.0%

Tesser Re-Models:

1.	Lubbock, TX #933	\$18,810	\$31,171	65.7%
2.	FM 1960, TX #032	\$26,867	\$42,530	58.3%
3.	Las Vegas SE, NV #311	\$21,333	\$32,583	52.7%
4.	Lake Charles, LA #709	\$21,692	\$31,382	44.7%
5.	Foothill Ranch, CA #371	\$24,238	\$34,317	41.6%



WE MISS YOUR PICTURES!



Are you having everyday fun in your restaurant? Do you have exciting events coming up? Send pictures in to myfavoritefun@cecentertainment.com

a&b moments...

My kids and I have been dealing with the loss of a close family member these past couple weeks, and my mom took me and my 3 kids to your Asheville location to get us out of the house for the first time. Your tech, Albert, **was such a bright spot in our lives** for the short hours we were there. He cheerfully chatted with me all while divulging game strategies, tickets, and extra time cards. He had no idea what we had just gone through and **these incredibly simple gestures put a few smile on their faces**. Thank you for employees that truly enjoy their job and are genuinely good people.

Southeast Region
Asheville, NC #638

RVP Bill Eich

AD Jim Hamblen

GM Joshua Ward

Tech Manager Albert Moroow

I just wanted to write a quick note to say how great all the staff at the Blaine location was during our visit on Monday. **We had pleasant interactions** with the front end staff, cooks and ticket counter staff. It made my children's first trip to Chuck E. Cheese **memorable and fun**. Thank you! Tell them to keep up the great work. The kids have already requested their birthday be with "Chuck E." this summer.

Northeast Region
Blaine, MN #795
RVP Chris Kelly
DM Eric Montes
GM Felice Ekergren

My wife and I visited the Lone Tree location yesterday with our 3 grandkids, and they all had a great time. Unfortunately, when we left our granddaughter left her iPhone on the counter when they were picking out their prizes. Upon discovering the loss when she got home, her father called and was informed that they had the phone. I then went back and retrieved it. I just want to commend the staff for **really taking care of your guests**. From the purchase of the cards to the overall experience you have a great staff. They are **patient, professional, and polite**. This is one of the kids favorite places and I can see why we keep coming back. Thanks!

Western Region
Littleton, CO #115
RVP Jim Brawley
DM John Chudzinski
GM Samuel Peterson

anniversaries

20+ YEARS

25 YEARS

Frank Cassar

District Manager ~ Canada

25 YEARS

Vernon Mulcaire

Admin, Games Installer

20 YEARS

Amy Holler

Tech Manager ~ 797

15 YEARS

Maria Alfaro ~ 572

Taurean Silas ~ 641

Raymond Shove ~ Sr Admin,
Tech Support

10 YEARS

Deysi Mejia ~ 654

Natalia Sabater ~ 725

Jodi Alderson ~ Sr Admin,
Help Desk Supervisor

5 YEARS

Clemente Asperin ~ 325

PIN RUBY earners



Congratulations to team Alexandria #048 and Brian Pitre as they get to award another Ruby Pin Earner, Star Dunnam! Star joined the Chuck E. family just 6 months ago, and already she has won the hearts of our guests as she is already at Ruby Pin Status! Some of Star's best practices is always being friendly and doing everything she can to keep her guests happy. Thank you Star for all you do, your Ruby Pin is very much deserved!

~ Star was awesome! She was very helpful and attentive. ~
~ Star was very attentive, she made sure I had everything I needed, and overall the party attendees had a great time. ~
~ Enjoyed everything, Star was great, service was great and love the pass for unlimited play. Just wished I could have left a top for our party hostess on my credit card because with cash being the only way I was unable to leave a tip. ~
~ Our helper Star made my son feel super special and she was an awesome help! ~

Congratulations to Ashtin Nelke and Team Fort Smith #301, our next Ruby Pin recipient! Ashton joined the Chuck E. family a year ago, and during that time she quickly became a birthday coordinator. Since then, she has excelled at birthday parties! Ashtin is very organized and personable, which is one of the keys to her success! She is always making sure everyone has just what they need, and they are always having a great time. Thank you Ashtin, for all you do. Your Ruby Pin is very much deserved!

~ Ashton our Party Server was super sweet, organized, and was always going above & beyond. ~



Helen Henny

Helen is one chick you should not underestimate! She's a world-famous video game champion and the dynamic lead singer for the best band in the land.



Congratulations once again to Bill Pressel's team as they get to award their next Ruby Star Recipient, Lauren Peterson! Lauren joined the Chuck E. family just 6 months ago, and she has truly loved every moment since she stepped foot in Chuck E.'s house. She tries her best to explain everything thoroughly and offer deals to the birthday parents so they understand where their money is going and feel comfortable with it. Lauren sets a goal for every party she hosts to make it the best birthday ever for the birthday child. Thank you Lauren for all you do, your Ruby Pin is very much deserved!

~ My husband and I loved that we were able to enjoy our son's birthday party thanks to our hostess Lauren, who was very attentive and very friendly. We will definitely choose Chuck E. Cheese's for our next party event, and also recommend to family and friends. Thank you for making my sons birthday party a memorable experience! ~
~ The Manager James greeted us at the table and came back to ensure all was well. Lauren and Alyssa were very kind, welcoming and attentive. Both on top of the schedule for the party, the party area was maintained, drinks refilled without request, and they remained very present with a smile at all times. ~



salescontest

Rock N' Pizza Roll Restaurant Sales Contest

Leading Restaurants Per District

Cindy Light

1. Long Beach, CA #769

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Rohnert Park, CA #399

Patricia Cedillo

1. San Diego, CA #441

Tim Kerum

1. El Monte, CA #428

John Chudzinski

1. Layton, UT #114

Steve Charlebois

1. Northridge, CA #451

Frank Cassar

1. Regina, SK #872

Tony Reynolds

1. Olympia, WA #300

Todd Bell

1. Springfield, MO #742

Louis Deignan

1. LV Nellis, NV #313

Adam Shafran

1. Redwood City, CA #108

Denny Lynch

1. Topeka, KS #961

Chad Estrada

1. Flint, MI #323

Daniel De Los Santos

1. Harlem, NY #648

Denny Sanders

1. Mansfield, OH #746

Shawna Vazquez

1. Albany, NY #520

Dan Bessemer

1. Scranton, PA #541

Mike Svoboda

1. Laurel, MD #087

Yuri Pena

1. East Hanover, NJ #525

Angela Brewer

1. Bloomington, IL #345

Troy Watring

1. Batavia, IL #349

Ali Elali

1. Dearborn, MI #359

Richard Balboni

1. Warwick, RI #645

Eric Montes

1. Edina, MN #797

Susan Jensen

1. Hagerstown, MD #772

Jon Fiorentine

1. Mays Landing, NJ #518

Dustin Gasper

1. Milwaukee, WI #842

Eric Bargas

1. Abilene, TX #582

Nestor Rivera

1. Dothan, AL #703

Frank Ramirez

1. Willowbrook, TX #585

Hashem Saadat

1. Albermarle, NC #039

Anthony Chapa

1. OK City NW Hwy, OK #889

Bill Pressel

1. Bandera, TX #593

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Houma, LA #706

Jim Hamblen

1. Gastonia, NC #635

Daniel Smoote

1. Webster, TX #592

Peter Panunzi

1. Boynton Beach, FL #781

Kelli Kasper

1. Sherman, TX #857

Joe Risnear

1. Athens, GA #612

Michele Beavan

1. Kokomo, IN #341

Maurice Chandler

1. Memphis, TN #970

Leading Restaurants per Region

Southeast Region

1. Memphis, TN #970
2. Sherman, TX #857
3. Houma, LA #706

Northeast Region

1. Flint, MI #323
2. East Hanover, NJ #525
3. Edison, NJ #487

Western Region

1. Bell, CA #446
2. Regina, SK #872
3. Langley, BC #847

Leading Restaurants Company Wide

1. Bell, CA #446
2. Flint, MI #323
3. Memphis, TN #970
4. Regina, SK #872
5. Langley, BC #847



ICed cinnamon STICKS

Over the past several months OPCO's have been going through a process of depleting our cinnamon spread, icing, and streusel topping inventories in an effort to switch to some new and improved products. This switch is now complete and everyone should now be receiving the following items:

- Rich's Cinnamon Spread
- Allen's Icing
- Allen's Streusel Topping



All shelf life and storage procedures remain the same for all items except the Cinnamon Spread. A new SMTS sheet was sent out to all restaurants showing these changes and updates. (Dated Aug 2018). Please refer to this updated sheet and contact your L&D Manager if you have any questions.

TICKET BLASTER PROCEDURES

A few safety reminders with the Ticket Blaster:

- One child at a time in the Blaster
- The guest MUST have safety eye protection on while in the Blaster
- Strap all loose clothing such as skirts with provided strap



For more detailed instructions regarding the Ticket Blaster, please refer to your ticket blaster standards located in the Party Server Section of your OPS Guide.



RISK management

Tip of the Week:

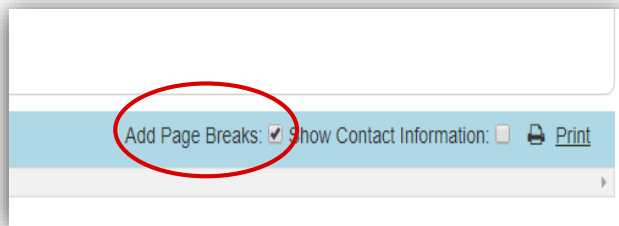
Wash your hands frequently: Use soap and warm water. To ensure you wash thoroughly, it should take 20 seconds. That is about the same time it takes to sing the 'Happy Birthday' song twice.



BIRTHDAY Reservation Updates

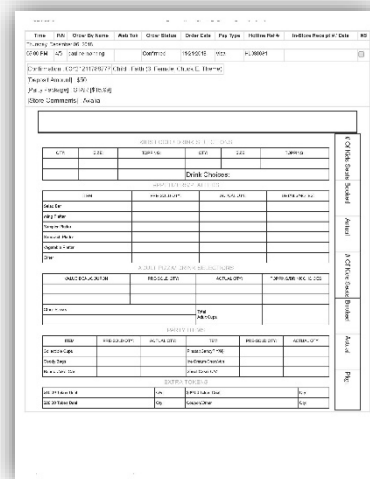
Do you have a lot of parties?

Want to save some time from copying information from the reservation sheet to your order card?



Let the reservation system copy it for you! Click **"add page breaks"** before printing to have **EACH** party print on its own page with its own order card –

AMAZING!



CHUCK E. CHEESE'S HOT JOBS



General Manager

785 ~ Orange, CA
434 ~ Sunrise, FL
869 ~ Columbus, GA

678 ~ Joliet, IL
714 ~ Indy Wash, IN
343 ~ Spokane North, WA

District Tech Manager

District Tech Manager

Manassas, VA #118

Tech Manager

108 ~ Redwood City, CA
373 ~ Gilroy, CA
375 ~ San Bernardino, CA
784 ~ Vista, CA
463 ~ Waterbury, CT
615 ~ Fayetteville, GA
729 ~ Cumberland, GA

073 ~ Matteson, IL
346 ~ Greenwood, IN
963 ~ Lexington, KY
401 ~ Gaithersburg, MD
774 ~ Takoma Park, MD
478 ~ Danvers, MA
475 ~ Roseville, MI
713 ~ Southgate, MI

795 ~ Blaine, MN
520 ~ Albany, NY
891 ~ Tulsa, OK
529 ~ Springfield, PA
417 ~ San Antonio Military, TX
056 ~ Richmond, VA
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



General Manager

Gilbert & Williams Field, AZ #1225

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions